

PERFORMANCE METRICS FOR TELEPHONE- INTENSIVE PERSONNEL

ABSTRACT OF THE DISCLOSURE

Systems and methods for generating performance metrics to monitor and/or
5 enhance the performance of telephone-intensive personnel are disclosed. The method
generally includes detecting voice activity on a receive and/or a transmit channel in a
communications system, outputting voicing decision outputs based on the detecting,
storing the voicing decision outputs over a period of time to memory, and generating
voice activity performance metrics based on the voicing decision output stored in the
10 memory. The generating may include generating a running average ratio of duration of
voice activity on the transmit channel to duration of voice activity on the receive channel
(talk-listen ratio) over a certain period of time for one or more agents. The talk-listen
ratio may be compared to a target ratio. The system may generally include a voice
activity detector (VAD) configured to detect voice activity on a receive and/or transmit
15 channel in a communications system, a memory to store outputs from the VAD, and a
voice activity analyzer configured to generate performance metrics based on the VAD
outputs stored in the memory.